



# Department of Public Health and Human Services

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Steve Bullock, Governor

Richard H. Opper, Director

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To: Community First Choice (CFC) Providers  
Case Management Team (CMT) Leads  
Regional Program Managers (RPO)

From: Micky Brown, CFC Program Specialist

RE: PERS Authorizations and Double Billing

The Community Services Bureau has been reviewing PERS claims and determined that there are numerous incidents of double billing by PERS providers when a member is transitioned from one PERS provider to another.

**Effective immediately, Plan Facilitators must authorize PERS services on the first day of the month and terminate services on the last day of a month to avoid a double billing situation. Please contact your Regional Program Officer if you have questions regarding this policy clarification.**

Issue: PERS providers must bill by unit (1 month = 1 unit or 1 installation = 1 unit)  
PERS providers are billing for the entire month if they provide a partial month's services. If a member changes from one CFC PERS provider to another CFC PERS provider within the same month, both will bill for services and be paid for the full month. This is a duplication of services and is not allowed by Medicaid.

Example: Molly Member is using Little River PERS Provider who provides a standard PERS service. Molly Member would like to transfer to Big River PERS Provider because they provide a PERS unit that has a fall detection device (mobile unit/wrist pendant vs. necklace style pendant, or other product.).

Action: Molly's Plan Facilitator, Suzie Miracle Worker, must end date the prior authorization for Little River PERS Provider and create a new prior authorization for Big River PERS Provider.

Suzie will use the following protocols for prior authorization:

1. The termination of the date span for Little River PERS Provider must be dated the last day of the month.

2. The new prior authorization for Big River PERS Provider must be dated for the first day of the month following the termination.

***What does a member do if the equipment has to be shipped? How is health and safety ensured during this time period?***

**Issue:** If the member has selected a PERS provider who must ship PERS equipment, the Plan Facilitator must ensure that there is a viable backup emergency plan in place during the time the member is without PERS services.

**Example:** Big River PERS provider has an authorization starting August 1<sup>st</sup>. Big River will not ship equipment until the prior authorization is effective. Delivery of equipment may not occur until August 10<sup>th</sup> due to shipping time. Molly Member and her Plan Facilitator, Suzie Miracle Worker, will develop a viable backup plan which will ensure the health and safety of the member to cover the time the PERS services are not available.

A viable backup plan may include a combination of remedies such as family member or friend staying with or checking on the member several times a day or a schedule adjustment by the Provider Agency.

**Note:** **Plan Facilitators should ensure the member understands the risk of not having PERS services during the transition from one CFC PERS provider to another CFC PERS provider. If the member does not have a viable backup plan in place during the transition, a Risk Negotiation Form SLTC 230 should be completed. Please refer to section 914 in the CFC policy manual for more information.**